

## AMENDMENTS TO THE CLAIMS

This listing of claims replaces all prior versions, and listings, of claims in the application:

### Listing of Claims:

1. (Currently Amended) In a network environment comprising a server computing system network connectable to a plurality of client computing systems, a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in inter-team cooperation for accomplishing a collaborative goal, the method comprising the following:

an act of the server computing system analyzing the collaborative goal to identify identifying a course of steps that wherein, when as each step is successfully completed, advances the collaborative goal is advanced from the goal's current state toward the goal's completed state, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems;

~~for each of the plurality of steps in the course of steps, an act of the server computing system determining that a first identifying a corresponding team of one or more people users is responsible for proper implementation of the step, the course of steps including at least a previous first step that corresponds to a for which the first team is determined to be responsible, and a second, subsequent step that corresponds to for which a second, different team is determined to be responsible, the second team including that is at least partially different than one member that is not a member of the first team;~~

for the ~~previous first step~~ in the course of steps, an act of the server computing system presenting to at least a representative user of the first team providing a first dynamically generated, customized user interface that at least a representative of the first team, the first user interface providing customized information and interfaces that facilitate completion of the first may access to complete the previous step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed;

an act of the server computing system automatically notifying ~~causing~~ at least a representative user of the second team ~~to be automatically notified upon the completion of the previous first step has been completed;~~ and

after the act of the server computing system automatically notifying at least the representative user of the second team ~~being automatically notified~~, an act of the server computing system presenting to at least a representative user of the second team providing a second dynamically generated, customized user interface that at least the representative of the second team, the second user interface providing customized information and interfaces that facilitate completion of the second, may access to complete the subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

2. (Currently Amended) A method in accordance with Claim 1, wherein ~~at least some of the subsequent step steps in the course of steps are in~~ comprises a plurality of substeps configured for processing in parallel.

3. (Currently Amended) A method in accordance with Claim 2, ~~wherein the subsequent step is a first subsequent step in parallel with a second subsequent step, the method further comprising the following:~~

an act of automatically notifying ~~causing~~ at least a ~~the~~ representative of a the second team corresponding to the second subsequent step to be automatically notified upon the completion of the previous step that a first substep in the plurality of substeps has been completed; and

after the act of notifying at least the representative of the second team that the first substep is completed ~~causing at least a representative of a team corresponding to the second subsequent step to be automatically notified~~, an act of providing a third user interface ~~to that~~ at least the representative of the team ~~corresponding to the~~ determined to be responsible for completing a second, subsequent substep in the plurality of substeps,

the third user interface providing information and interfaces that facilitate completion of  
may access to complete the second subsequent substep.

4. (Currently Amended) A method in accordance with Claim 3, ~~wherein the team that corresponds to the second subsequent step is the same as the second team 1, wherein the first step in the course of steps comprises a plurality of substeps configured for processing in parallel.~~

5. (Currently Amended) A method in accordance with Claim 3 1, wherein the first team that corresponds to the second subsequent step is at least partially different than includes at least one member that is not a member of the second team.

6-7. (Cancelled).

8. (Currently Amended) A method in accordance with Claim 2 4, ~~wherein the previous step is a first previous step in parallel with a second previous step, the method further comprising the following:~~

~~for the second previous step in the course of steps, an act of providing a third user interface that at least a representative of a team that corresponds to the second previous step may access to complete the previous step, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the previous step comprises an act of causing at least the representative of the second team to be automatically notified upon the completion of both the first and second previous steps~~

an act of automatically notifying at least the representative of the first team that a first substep in the plurality of substeps has been completed; and

after the act of notifying at least the representative of the first team that the first substep is completed, an act of providing a third user interface to at least the representative of the team determined to be responsible for completing a second, subsequent substep in the plurality of substeps, the third user interface providing information and interfaces that facilitate completion of the second subsequent substep.

9-11. (Cancelled).

13. (Currently Amended) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprises the following:

an act of causing at least the representative of the second team to automatically receive an e-mail notification upon the completion of the ~~previous~~ first step.

14. (Currently Amended) A method in accordance with Claim 1, wherein the act of the server computing system automatically notifying ~~causing~~ at least a representative user of the second team ~~to be automatically notified upon the completion of the previous first step~~ has been completed comprises the following:

an act of determining that the second team comprises a plurality of members; and

an act of causing some, but not all, of the second team members to be automatically notified upon the completion of the ~~previous~~ first step.

15. (Currently Amended) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprises the following:

an act of causing all of the second team to be automatically notified upon the completion of the ~~previous~~ first step.

16. (Original) A method in accordance with Claim 1, wherein the first user interface may be accessed by all of the first team.

17. (Original) A method in accordance with Claim 16, wherein the second user interface may be accessed by all of the second team.

18. (Original) A method in accordance with Claim 1, wherein the second user interface may be accessed by all of the second team.

19. (Cancelled).

20. (Currently Amended) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the previous first step comprises the following:

an act notifying at least the representative of the first team of a network address of at least the representative of the second team, wherein at least the representative of the second team is automatically notified directly by the first team upon the completion of the previous first step.

21. (Currently Amended) A method in accordance with Claim 1, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the previous first step comprises the following:

an act of receiving notification from the first team that the previous first step is completed; and

an act of automatically notifying at least the representative of the second team in response to the act of receiving notification.

22. (Currently Amended) A computer program product for use in a network environment comprising a server computing system network connectable to a plurality of client computing systems, the computer program product for implementing a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in inter-team cooperation for accomplishing a collaborative goal, the computer program product comprising one or more computer-readable media having thereon computer-executable instructions that, when executed by one or more processors at the server computing system, cause the server computing system to perform the following:

an act of the server computing system analyzing the collaborative goal to identify identifying a course of steps that wherein, when as each step is successfully completed, advances the collaborative goal is advanced from the goal's current state toward the goal's completed state, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems;

~~for each of the plurality of steps in the course of steps,~~ an act of the server computing system determining that a first identifying a corresponding team of one or more people users is responsible for proper implementation of the step, the course of steps including at least a previous first step that corresponds to a for which the first team is determined to be responsible, and a second, subsequent step that corresponds to for which a second, different team is determined to be responsible, the second team including that is at least partially different than one member that is not a member of the first team;

for the previous first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team providing a first dynamically generated, customized user interface that at least a representative of the first team, the first user interface providing customized information and interfaces that facilitate completion of the first may access to complete the previous step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed;

an act of the server computing system automatically notifying causing at least a representative user of the second team to be automatically notified upon the completion of the previous first step has been completed; and

after the act of the server computing system automatically notifying at least the representative user of the second team being automatically notified, an act of the server computing system presenting to at least a representative user of the second team providing a second dynamically generated, customized user interface that at least the representative of the second team, the second user interface providing customized information and interfaces that facilitate completion of the second, may access to complete the subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

23. (Original) A computer program product in accordance with Claim 22, wherein the one or more computer-readable media are physical media.

24. (Original) A computer program product in accordance with Claim 23, wherein the physical media is system memory.

25. (Original) A computer program product in accordance with Claim 23, wherein the physical media is persistent memory.

26. (Currently Amended) In a network environment comprising a server computing system network connectable to a plurality of client computing systems, a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in the generation of corrective software that resolves a software performance deviation, the method comprising the following:

an act of the server computing system identifying a course of steps that when successfully completed advances development of corrective software for a software performance deviation in a product, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems;

~~for each of the plurality of steps in the course of steps,~~ an act of the server computing system ~~determining that a first identifying a corresponding~~ team of one or more ~~people~~ users is responsible for proper implementation of the step, the course of steps including at least a ~~previous first step that corresponds to a~~ for which the first team is determined to be responsible, and a ~~second, subsequent step that corresponds to for~~ which a second, different team is determined to be responsible, the second team including ~~that is at least partially different than one member that is not a member of the first team;~~

for the ~~previous first~~ first step in the course of steps, an act of the server computing system ~~presenting to at least a representative user of the first team providing a first~~ dynamically generated, customized user interface that ~~at least a representative of the first team, the first user interface providing customized information and interfaces that~~ facilitate completion of the first ~~may access to complete the previous step, the customized~~ information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the ~~dynamic fields are continually updated as other steps of the goal are completed;~~

an act of the server computing system ~~automatically notifying causing at least a~~ representative user of the second team ~~to be automatically notified upon the completion of the previous first step has been completed;~~ and

after the act of the server computing system ~~automatically notifying at least the~~ representative user of the second team ~~being automatically notified,~~ an act of the server computing system ~~presenting to at least a representative user of the second team~~ providing a second ~~dynamically generated, customized~~ user interface that ~~at least the~~



representative of the second team, the second user interface providing customized information and interfaces that facilitate completion of the second, may access to complete the subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

27. (Original) A method in accordance with Claim 26, further comprising the following:

an act of detecting a software performance deviation in the product.

28. (Currently Amended) A method in accordance with Claim 26, wherein ~~at least some of the subsequent step steps~~ in the course of steps ~~are in~~ comprises a plurality of substeps configured for processing in parallel.

29. (Currently Amended) A method in accordance with Claim 28, ~~wherein the subsequent step is a first subsequent step in parallel with a second subsequent step,~~ the method further comprising the following:

an act of automatically notifying ~~causing at least a the~~ representative of a the second team corresponding to the second subsequent step to be automatically notified upon the completion of the previous step that a first substep in the plurality of substeps has been completed; and

after the act of notifying at least the representative of the second team that the first substep is completed ~~causing at least a representative of a team corresponding to the second subsequent step to be automatically notified,~~ an act of providing a third user interface to that at least the representative of the team corresponding to the determined to be responsible for completing a second, subsequent substep in the plurality of substeps, the third user interface providing information and interfaces that facilitate completion of may access to complete the second subsequent substep.

30. (Currently Amended) A method in accordance with Claim 29, ~~wherein the team that corresponds to the second subsequent step is the same as the second team 26, wherein the first step in the course of steps comprises a plurality of substeps configured for processing in parallel.~~

31. (Currently Amended) A method in accordance with Claim 29 ~~26~~, wherein the first team that corresponds to the second subsequent step is at least partially different than includes at least one member that is not a member of the second team.

32-33. (Cancelled).

34. (Currently Amended) A method in accordance with Claim 28 ~~30~~, ~~wherein the previous step is a first previous step in parallel with a second previous step, the method further comprising the following:~~

~~for the second previous step in the course of steps, an act of providing a third user interface that at least a representative of a team that corresponds to the second previous step may access to complete the previous step, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the previous step comprises an act of causing at least the representative of the second team to be automatically notified upon the completion of both the first and second previous steps~~

an act of automatically notifying at least the representative of the first team that a first substep in the plurality of substeps has been completed; and

after the act of notifying at least the representative of the first team that the first substep is completed, an act of providing a third user interface to at least the representative of the team determined to be responsible for completing a second, subsequent substep in the plurality of substeps, the third user interface providing information and interfaces that facilitate completion of the second subsequent substep.

35. (Currently Amended) A method in accordance with Claim 34, wherein the team that corresponds to the second ~~previous~~ first step is the same as the first team.

36. (Currently Amended) A method in accordance with Claim 34, wherein the team that corresponds to the second ~~previous~~ step is at least partially different than the first team.

37. (Currently Amended) A method in accordance with Claim 36, wherein the team that corresponds to the second ~~previous~~ step is the same as the second team.

38. (Currently Amended) A method in accordance with Claim 36, wherein the team that corresponds to the second ~~previous~~ step is at least partially different than the second team.

39. (Currently Amended) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprises the following:

an act of causing at least the representative of the second team to automatically receive an e-mail notification upon the completion of the ~~previous~~ first step.

40. (Currently Amended) A method in accordance with Claim 26, wherein the act of the server computing system automatically notifying ~~causing~~ at least a representative user of the second team ~~to be automatically notified upon the completion of the previous first step~~ has been completed comprises the following:

an act of determining that the second team comprises a plurality of members; and  
an act of causing some, but not all, of the second team members to be automatically notified upon the completion of the ~~previous~~ first step.

41. (Currently Amended) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprises the following:

an act of causing all of the second team to be automatically notified upon the completion of the ~~previous~~ first step.

42. (Original) A method in accordance with Claim 26, wherein the first user interface may be accessed by all of the first team.

43. (Original) A method in accordance with Claim 42, wherein the second user interface may be accessed by all of the second team.

44. (Original) A method in accordance with Claim 26, wherein the second user interface may be accessed by all of the second team.

45. (Original) A method in accordance with Claim 26, wherein the product is a first product and the software performance deviation is in a plurality of products including the first product.

46. (Currently Amended) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprises the following:

an act notifying at least the representative of the first team of a network address of at least the representative of the second team, wherein at least the representative of the second team is automatically notified directly by the first team upon the completion of the ~~previous~~ first step.

47. (Currently Amended) A method in accordance with Claim 26, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprises the following:

an act of receiving notification from the first team that the ~~previous~~ first step is completed; and

an act of automatically notifying at least the representative of the second team in response to the act of receiving notification.

48. (Currently Amended) A computer program product for use in a network environment that comprises a server computing system network connectable to a plurality of client computing systems, the computer program product for implementing a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in the generation of corrective software that resolves a software performance deviation, the computer program product comprising one or more computer-readable media having thereon computer-executable instructions that, when executed by one or more processors at the server computing system, cause the server computing system to implement the method, the method comprising the following:

an act of the server computing system identifying a course of steps that when successfully completed advances development of corrective software for a software performance deviation in a product, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems;

~~for each of the plurality of steps in the course of steps,~~ an act of the server computing system determining that a first ~~identifying a corresponding~~ team of one or more ~~people~~ users is responsible for proper implementation of the step, the course of steps including at least a previous first ~~step that corresponds to a~~ for which the first team is determined to be responsible, and a second, subsequent step that corresponds to for which a second, different team is determined to be responsible, the second team including that is at least partially different than one member that is not a member of the first team;

for the previous first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team ~~providing a first dynamically generated, customized~~ user interface that at least a representative of the first team, the first user interface providing customized information and interfaces that facilitate completion of the first ~~may access to complete the previous step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed;~~

an act of the server computing system automatically notifying ~~causing~~ at least a representative user of the second team ~~to be automatically notified upon the completion of the previous first step~~ has been completed; and

after the act of the server computing system automatically notifying at least the representative user of the second team being automatically notified, an act of the server computing system presenting to at least a representative user of the second team providing a second dynamically generated, customized user interface that at least the representative of the second team, the second user interface providing customized information and interfaces that facilitate completion of the second, may access to complete the subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

49. (Original) A computer program product in accordance with Claim 48, wherein the one or more computer-readable media are physical media.

50. (Cancelled).

51. (Currently Amended) A computer program product in accordance with Claim 49, wherein ~~the physical media is persistent memory~~ the subsequent step in the course of steps comprises a plurality of substeps configured for processing in parallel .

52. (Original) A computer program product in accordance with Claim 48, wherein the one or more computer-readable media further have thereon computer-executable instructions that, when executed by the one or more processors, further cause the computing system to perform the following:

an act of detecting a software performance deviation in the product.

53. (Currently Amended) A computer program product in accordance with Claim 48 51, wherein the subsequent step is a first subsequent step in parallel with a second subsequent step, the one or more computer-readable media further having thereon computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of automatically notifying ~~causing~~ at least ~~a~~ the representative of a the ~~second~~ team ~~corresponding to the second subsequent step to be automatically notified upon the completion of the previous step~~ that a first substep in the plurality of substeps has been completed; and

after the act of notifying at least the representative of the second team that the first substep is completed ~~causing at least a representative of a team corresponding to the second subsequent step to be automatically notified~~, an act of providing a third user interface ~~to that~~ at least the representative of the team corresponding to the ~~determined to be responsible for completing a second, subsequent substep in the plurality of substeps~~, the third user interface providing information and interfaces that facilitate completion of ~~may access to complete the second subsequent~~ substep.

54. (Currently Amended) A computer program product in accordance with Claim 48 ~~51~~, wherein ~~the previous step is a first previous step in parallel with a second previous step~~, the one or more computer-readable media further having thereon computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

~~for the second previous step in the course of steps, an act of providing a third user interface that at least a representative of a team that corresponds to the second previous step may access to complete the previous step, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the previous step comprises an act of causing at least the representative of the second team to be automatically notified upon the completion of both the first and second previous steps~~

an act of automatically notifying at least the representative of the first team that a first substep in the plurality of substeps has been completed; and

after the act of notifying at least the representative of the first team that the first substep is completed, an act of providing a third user interface to at least the representative of the team determined to be responsible for completing a second, subsequent substep in the plurality of substeps, the third user interface providing information and interfaces that facilitate completion of the second subsequent substep.

55. (Currently Amended) A computer program product in accordance with Claim 48, wherein the computer-executable instructions for performing the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ second step comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of causing at least the representative of the second team to automatically receive an e-mail notification upon the completion of the ~~previous~~ second step.

56. (Currently Amended) A computer program product in accordance with Claim 48, wherein the act of the server computing system automatically notifying ~~causing~~ at least a representative user of the second team ~~to be automatically notified upon the completion of the~~ previous first step has been completed comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of determining that the second team comprises a plurality of members; and  
an act of causing some, but not all, of the second team members to be automatically notified upon the completion of the ~~previous~~ second step.

57. (Currently Amended) A computer program product in accordance with Claim 48, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of causing all of the second team to be automatically notified upon the completion of the ~~previous~~ first step.

58. (Currently Amended) A computer program product in accordance with Claim 48, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:



an act notifying at least the representative of the first team of a network address of at least the representative of the second team, wherein at least the representative of the second team is automatically notified directly by the first team upon the completion of the ~~previous~~ first step.

59. (Currently Amended) A computer program product in accordance with Claim 48, wherein the act of causing at least a representative of the second team to be automatically notified upon the completion of the ~~previous~~ first step comprise computer-executable instructions that, when executed by the one or more processors, cause the server computing system to perform the following:

an act of receiving notification from the first team that the ~~previous~~ first step is completed; and

an act of automatically notifying at least the representative of the second team in response to the act of receiving notification.

60. (Currently Amended) In a network environment comprising a server computing system network connectable to a plurality of client computing systems, a method for the server computing system coordinating communication between the plurality of client computing systems in a manner that assists in the generation of corrective software that resolves a software performance deviation, the method comprising the following:

an act of the server computing system identifying a course of steps that when successfully completed advances development of corrective software for a software performance deviation in a product, the course of steps requiring cooperation between at least two teams of one or more users of the plurality of client computing systems; and

a step for facilitating communication between the plurality of client computing systems in manner that facilitates completion of the course of steps.

61. (Currently Amended) A method in accordance with Claim 60, wherein the step for facilitating communication between the plurality of client computing systems in a manner that facilitates completion of the course of steps comprises the following:

~~for each of the plurality of steps in the course of steps,~~ an act of the server computing system determining that a first identifying a corresponding team of one or more people users is responsible for proper implementation of the step, the course of steps including at least a previous first step that corresponds to a for which the first team is determined to be responsible, and a second, subsequent step that corresponds to for which a second, different team is determined to be responsible, the second team including that is at least partially different than one member that is not a member of the first team;

for the previous first step in the course of steps, an act of the server computing system presenting to at least a representative user of the first team providing a first dynamically generated, customized user interface that at least a representative of the first team, the first user interface providing customized information and interfaces that facilitate completion of the first may access to complete the previous step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to the current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed;

an act of the server computing system automatically notifying ~~causing~~ at least a representative user of the second team ~~to be automatically notified upon the completion of the previous first step has been completed;~~ and

after the act of the server computing system automatically notifying at least the representative user of the second team ~~being automatically notified~~, an act of the server computing system presenting to at least a representative user of the second team providing a second dynamically generated, customized user interface that at least the representative of the second team, the second user interface providing customized information and interfaces that facilitate completion of the second, may access to complete the subsequent step, the customized information and interfaces including a plurality of static and dynamic fields populated with information corresponding to an updated current state of the collaborative goal, wherein the dynamic fields are continually updated as other steps of the goal are completed.

62-63. (Cancelled).

64. (New) The method of claim 26, wherein the process involved with resolving a detected software performance deviation comprises an investigation.

65. (New) The method of claim 64, wherein the investigation includes resolving detected software performance deviations in a plurality of software programs.

66. (New) The method of claim 65, wherein access privileges regulating who has access to one or more investigations in a plurality of investigations are determined by the server computing system.

67. (New) The method of claim 66, wherein the access privileges allow a user access to view or edit anything for any investigation.

68. (New) The method of claim 66, wherein the access privileges allow a user access to view or edit anything for software performance deviations related to a particular software program.

69. (New) The method of claim 66, wherein the access privileges allow a user access to view or edit anything for a specific software performance deviation.

70. (New) The method of claim 1, wherein the first user interface is browser-based.

71. (New) The method of claim 70, wherein a web page comprising the first user interface is dynamically generated based on software application state information that results from processing at least one step in the course of steps.

72. (New) The method of claim 13, wherein the email notification comprises an embedded hyperlink that links to a user interface that allows completion of a subsequent step.